

Issue 92: INSIDER'S EDGE: Application Troubleshooting 101

Welcome back, Insiders. With the holidays coming up, this will be your last issue until January 9, 2015! Hard to believe, but we've made it through another year!



I really wanted to give a gift to thank you for all of your great work and for the fantastic questions submitted by readers in 2014, but I still haven't figured out how to do it by e-mail! Instead, I decided to go with everyone's favorite, another informative issue that's short and sweet!

Completing the Maryland Health Connection application to get an eligibility determination and actually enrolling in coverage is a two-step process. Consumers will receive an eligibility determination and then they must select a program to enroll in.

Failing to complete **all** of the enrollment steps is one of the most common reasons applications get stuck in Maryland Health Connection. Only applications showing a status of **COMPLETED** will go over to MMIS.

Search Result						
Application Id	Household Member Name	Application Status	Submitted Date	Date Of Birth	Social Security Number	Application I
#####	Medicaid Marge	Completed	November 19, 2014	12/02/****	###-##-####	View App

Caseworkers with access to the Worker Portal can help their colleagues troubleshoot applications that may have gotten stuck by understanding what the different application statuses mean.

Application Statuses Guide

Status	Description
Completed	Consumer has enrolled in a plan/program. <ul style="list-style-type: none">• <i>Medicaid Only:</i> Consumer has selected to enroll in a Medicaid

	<p>program. Information on their MCO selection will not be available in Maryland Health Connection. This information must be accessed through MMIS.</p> <ul style="list-style-type: none"> • <i>QHP or Mixed Status Household:</i> Consumer has selected to enroll in QHP coverage and has selected a plan. If any members of the household have been found eligible for and selected to enroll in a Medicaid program, information on their MCO selection will not be available in Maryland Health Connection. This information must be accessed through MMIS.
Determined	Application is submitted and eligibility is determined.
Enrollment Started	Eligibility is determined and consumer begins plan shopping.
Denied	Eligibility is determined and application is denied.
Cancelled	Cancellation before the enrollment is confirmed or active. This can be due to non-payment of premiums.
Partially Enrolled	Enrollment process has been started, one or more applicants have enrolled in Medicaid but QHP enrollment has not been completed.
Submitted	Temporary State where application has been submitted but no determination given.
Enrollment in Progress	Enrollment process has been started but no household members have enrolled in coverage.
Inactive	In process (not submitted) after 30 days.
In Process	Application is currently being edited and must be submitted before any determination is made.
Initiated	The application was completed and applicant/s enrolled in a QHP and the 834 file has been sent to the carrier.

Have questions? Shoot me an e-mail, dhmh.medicaidmarge@maryland.gov.